

# GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES SOCIAL SERVICES SUPERVISOR'S HANDBOOK

## Preface

In response to a directive from the Division Director in September 2003, this initial production of a Supervisor's Handbook for Social Service Supervisors follows. Members of the Supervisory Mentor Unit completed the initial draft of the handbook. Program Consultants in Child and Adult Protective Services, Foster Care and the Placement Resource Development Unit reviewed their work. The resulting handbook is a first attempt at developing a user friendly, ready reference and guide for Social Service Supervisors. The handbook is a work in progress and updates will be periodically generated following new manual transmittals.

The Supervisor's Handbook **is not a reference** or guide on how a supervisor should thoroughly and completely manage, coach and direct a unit of social service case managers. **It is a guide** for supervisors to quickly reference **where and when they are to exercise supervisory oversight and approval**. It is our hope and objective that the handbook will aid the supervisor with their responsibilities as they direct and oversee case management activities and obligatory compliance with policy and good practice.

Instead of using a narrative format, the handbook was formatted as a three-column table. The first column of the table contains a supervision reference or touch point, the second column identifies the chapter in policy or the specific policy citation, and the third column provides a short description of the supervisor's charge/responsibility. During the course of developing the handbook, it became clear that many supervisory tasks and responsibilities are captured as discretionary or **Good Practice** directives. When a touch point is based on good practice, as opposed to a specific policy citation/directive, the narrative commentary begins with a **Good Practice** notation.

The handbook begins with reference to Chapter 70 as opposed to Chapter 60 referencing IDS/TCM/AFCARS. From the onset, the decision was made to exclude Chapter 60 from the handbook due to pending revisions and updates. The material contained in Chapter 60 is essential to successful social service supervision; consequently, supervisors remain accountable for understanding and overseeing application of the directives in the Chapter with their respective unit members. Once a new Chapter 60 is published, the Supervisor's Handbook will be updated accordingly.

We are anxious to know your thoughts on the Handbook. If you have suggestions for improving the handbook, questions, or find errors, please e-mail your inquiries to Supervisory Mentor Unit Manager, Jim Hendricks at [jhhendri@dhr.state.ga.us](mailto:jhhendri@dhr.state.ga.us) and he will respond. Thank you and we hope you find the handbook a useful tool and aid as you go about your daily work.

**There are few actual references or directives in policy regarding supervisory touch points; however, Good Practice indicates where touch points must and should occur.**

## **Chapter 70 – Supervisory Case Record Review**

<b>Case Record Organization</b>	70.2	<b>The county director/designee makes</b> sure that all records conform to the model in Appendix A and that the county has a system for tracking related files.
<b>Record Management and Retention</b>	70.5	Retain records per program area guidelines. No records, including Intake Logs, should be destroyed or filed in closed files until the supervisor concurs.
<b>Required Case Record Reviews</b>	70.6	<p><b>The supervisor must review a minimum</b> of two records per case manager per month up to a maximum of 16 cases, using the guides in Appendix B. Part-time supervisors, see requirement no. 3.</p> <p>Make sure the original review guide is filed in the case record and that it includes the date the review was discussed with the case manager. File a copy in the worker’s performance diary.</p> <p>Once a month, complete the County Supervisory Case Review Guide Summary and submit to the county director.</p>

**NOTE: In addition to mandatory supervisory case reviews this handbook makes reference to supervisors’ conferencing or staffing cases with case managers at decision points. The purpose of a conference or a staffing is for the supervisor to actively engage the case manager in a structured discussion on the issue or decision at hand, reaching consensus and having documentation in the record to support the conference or staffing.**

## Chapter 80 - Documentation

<b>Timeliness</b>	80.3	During each record review, <b>the supervisor must check</b> to see that documentation is within 30 days and that all documentation standards are followed. Exceptions to this are CPS/APS investigations that must be completed within the 30-day investigation period. <b>Note:</b> Waivers in CPS and Interim Justification Statements in APS affect this.
<b>Format</b>	80.5	<b>The supervisor must determine</b> whether he or she will allow workers to use summary format or combination.
<b>Case Decisions</b>	80.6	<b>The supervisor must ensure</b> that case decisions, directives and/or recommendations made by the supervisor or designee, consultants, Multi-Disciplinary Teams and/or panels are documented and case managers do not document differences of opinions with any of the above.  Disagreements with other professionals may be documented with the help of the supervisor.

## Chapter 90 – Volunteer Services

<b>Quality of the Program</b>	Page 1	The benefit of this program depends on administrative investment.
<b>Volunteer Services Coordinator</b>	Page 2	<b>Good Practice</b> suggests that the county director needs to oversee the selection and appointment of a Volunteer Services Coordinator who will manage the program.
<b>Identification of needs</b>	Page 3	Specific needs should be identified as well as a list of resources to meet those needs.
<b>Indirect Services</b>	Page 4	<b>The county director will</b> see that the Volunteer Coordinator is trained to oversee ongoing indirect services. Ensure that there is good coordination at all levels.
<b>Direct Services</b>	Page 5	<b>Supervisors must make sure</b> that volunteers understand confidentiality. Communication at all levels is mandatory.
<b>Volunteer Services Coordinator</b>	Page 6	<b>Good Practice</b> indicates this should be a supervisor.  The coordinator should make sure that the program is organized for selecting, orienting, training and assessment of volunteers. The coordinator will see that job descriptions are written.
<b>Volunteer Application, Selection and Registration</b>	Page 7	<b>The coordinator will</b> make sure that potential volunteers submit an application, receive a criminal records check, complete Form 5298, and receive a driving record where the need for that is indicated.
<b>Training</b>	Page 8	<b>The coordinator will</b> make sure the volunteer receives orientation to the agency and training to do the specific service for which they were selected.
<b>Volunteer Procedures</b>	Page 9	<b>The coordinator will</b> make sure that volunteer procedures and agency programs are coordinated.
<b>Recruiting</b>	Page 10	<b>The coordinator will</b> make sure that recruiting is done only when there is a specific need.
<b>Recognition</b>	Page 11	<b>Good Practice:</b> Supervisors must have a method to recognize the service of agency volunteers. For example, an annual volunteer recognition program could be held with the press notified of the event.
<b>Reports</b>	Page 12	<b>The coordinator will</b> make sure that records are maintained for all volunteer services so that an annual report to the state office can be completed.
<b>Role of Supervisor of Volunteer</b>	Page 13	<b>Good Practice</b> indicates that the coordinator will make sure that every volunteer has a staff member who serves as that volunteer's immediate supervisor.
<b>Performance Evaluation</b>	Page 14	<b>The volunteer's immediate supervisor will</b> conduct periodic performance evaluations.
<b>Personnel File</b>	Page 15	<b>The coordinator will</b> check to make sure that the

		volunteer's immediate supervisor will keep a personnel file, similar to an employee's file.
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## Chapter 1000 – Child Placement Services

<b>Placement Authority</b>	1002. 1002.3.2 1002.4,5, 8 1002.9,1 2 1002.12. 4 1002.17 1002.18 1002.21 1002.24 1003.4 1003.5	<p><b>Good Practice:</b> Supervisors must ensure that case managers have legal training and an understanding of the local legal system and process.</p> <p><b>Supervisors must conference with the case manager</b> every case prior to court hearings. These staffings should always be documented in the record and <b>signed</b> by the supervisor.</p> <p><b>Supervisors must track</b> court orders so that no court order expires. <b>Good Practice</b> is to have workers keep the Internal Data System and AFCARS up-to-date and use it as the primary tracking tool for court orders.</p> <p><b>Supervisors must review</b> all court orders for accuracy and for all IV-E language requirements. It is <b>Good Practice</b> to initial the court order to indicate that the supervisor has reviewed it.</p> <p><b>Supervisors must ensure</b> that a permanency hearing is held and held every 12 months thereafter while the child remains in care.</p>
<b>IDS/AFCARS</b>	Chapter 61 & 62	<b>Supervisors must ensure</b> IDS 590 entry is made within five days of case opening, changes and closure.
<b>Diligent Search</b>	1002.3.1 (CPS 2102.4a)	<b>Supervisors must make sure</b> that a “ <b>reasonable diligent search</b> ” has been completed within 90 days, documented in the CPRS, and filed with the Court at the time of the first review. .
<b>Reasonable Efforts to Reunify Not Required</b>	1002.8	In certain circumstances, the agency will recommend that reunification services are not appropriate. <b>The supervisor must conference the cases</b> with the case manager prior to the case manager filing for non-reunification and if the non-reunification case plan is filed, track the scheduling of a hearing within 30 days.
<b>Juvenile Court Order Terminating Parental Rights</b>	1002.13	<b>Good Practice. The supervisor should sign</b> the annual status report that is due to the court on children in DFCS Permanent Custody.
<b>“DFCS and Continued Reunification Services”</b>	1002.17	If DFCS is responsible for the delay in services being provided to the family, <b>the supervisor must review</b> the circumstances and ensure that actions are taken to remedy this. This decision/action must be shared in

<b>Exception</b>		writing with the county director and the field director.
<b>Voluntary Agreement to Place</b>	1002.18 1003.7	<b>No child should be taken into custody on a Voluntary Agreement without either supervisory or county director participation.</b>
<b>Short-Term Emergency Care</b>	1002.19	<b>The supervisor must review</b> both the Authorization and Termination forms. <b>Good Practice</b> would be for the supervisor to initial this form.
<b>Voluntary Surrender of Parental Rights</b>	1002.24	<b>No child should be taken into custody on a Voluntary Surrender of Parental Rights without the supervisor and/or county director's involvement.</b>
<b>Child Taken Into Custody By Physician</b>	1002.30	<b>Supervisors must ensure</b> that if a child is taken into care this way that the agency takes physical custody of the child within six hours of being notified that the child is ready for release.
<b>"Safe Place for Newborns"</b>	1002.31	<b>The supervisor and/or county director</b> shall make sure that the county immediately files for transfer of custody of the infant to the department.
<b>Indian Child Welfare Act</b>	1002.32	Whenever the county has reason to believe that a child may have some degree of American Indian heritage, <b>the supervisor is responsible for making sure</b> that the provisions of the Indian Child Welfare Act are followed.
<b>Initial Authorization of Foster Care (Form 527)</b>	1003.1.1	<b>Good Practice:</b> Prior to submission to accounting Form 529 should be submitted to the Director/Designee for <b>approval/signature after review</b> (via initials) <b>by the supervisor.</b>
<b>Eligibility for Medicaid and IV-E</b>	1003.2,3	<b>Good Practice:</b> The supervisor should review/track the referral to Rev Max and the completion of the Form 527 beginning within 5 working days of placement. The County Director/Designee <b>signs</b> the Form 529 as changes occur. <b>Good Practice:</b> Review the AFCARS Baseline Data/Funding Source reports to assist with monitoring.
<b>SSI Eligible Children</b>	1003.15 1003.16	<b>Good Practice:</b> The determination to refer a child for SSI should be <b>in consultation with the supervisor</b> and which funding source to use SSI or IV-E.
<b>Asserting "Good Cause" not to refer a parent to Child Support</b>	1003.20 1003.21	The county director or program director must give written <b>approval</b> for the SSCM not to refer a parent to CSE. <b>Good Practice:</b> Updates to CSE via the Form 123 should be <b>reviewed by the supervisor.</b>
<b>Kinship Care Assessment Requirement</b>	1004 1.2	<b>Good Practice:</b> The supervisor must review and staff with the SSCM each potential relative care home assessment for <b>approval/disapproval.</b> (Utilize the desk reference Guidelines for Assessing Kinship Care Resources)
<b>Case Reviews and Permanency</b>	1004.1.8	<b>Good Practice:</b> The supervisor should review, <b>conference and track mandatory case reviews</b> for all

<b>Decisions</b>		children in the Foster Care system. <b>Supervisors must review</b> the Case Review report in IDS for accuracy.
<b>Discipline and Corporal Punishment</b>	1004 1.9	<b>Good Practice: The supervisor and county director sign</b> Form 29 after <b>reviewing</b> the content.
<b>Relative Care Subsidy</b>	1004.2.3 1004.2.6	<p><b>The county director designates</b> a person to manage the RCS record, monitor payments and complete the required annual (agency) and 3-year (court) reviews.</p> <p>A RCS Agreement Form must be properly completed for each child, <b>signed</b> and dated by the relative caregiver and the county director/designee to be effective.</p> <p><b>Good Practice: The supervisor should conference with the case manager and sign</b> all RCS Agreements and the annual 3-year reviews.</p>
<b>Approval of the Foster/Adopt Home</b>	1004.5	The written narrative is submitted to the county director/designee for prior written <b>approval</b> . (In an emergency situation, prior <b>approval</b> may be obtained verbally and confirmed in writing within five working days of the verbal <b>approval</b> . <b>Good Practice: The supervisor must read</b> Foster/Adopt Home Study prior to Director's <b>approval</b> .
<b>Change to Foster Home Approval Status</b>	1004.7	The narrative is submitted to the county director/designee for prior written <b>approval</b> . (In an emergency situation, prior <b>approval</b> may be obtained verbally and confirmed in writing within five working days of the verbal <b>approval</b> . <b>The supervisor and director/designee must approve and sign</b> Form O-18.
<b>Continued Approval of the Foster/Adopt Home</b>	1004.8	<b>The supervisor and county director must approve and sign</b> the Foster/Adopt Home reevaluation.
<b>Use of the Foster/Adopt Home for other Placements</b>	1004.9	<p>The CM submits the summary and request for waiver to the Director/Designee for <b>approval</b>.</p> <p><b>Good Practice: The supervisor must read</b> the summary and forward the waiver request to the Director/Designee.</p>
<b>Preparing the Child for Foster/ Adopt Placement</b>	1004.10	A staffing must be held and <b>attended by the supervisor</b> .
<b>Presentation of Profile on Child and Birth Family</b>	1004.10	<b>Good Practice. The supervisor should review</b> the presentation interview prior to the case manager giving a copy to the respective County Director/designees.
<b>Decision not to proceed with</b>	1004.10	<b>Good Practice. The supervisor must be involved in</b> the decision not to proceed with adoption and ensure



<b>pre/ placement</b>		that documentation is accurate and forwarded per policy 1008.10.
<b>Residential Treatment</b>	1005	<p><b>Good Practice. The supervisor should</b> conference the case with the case manager before the MATCH process begins and participate in the local MATCH staffing.</p> <p><b>Policy:</b> If the decision is to proceed with MATCH, the supervisor should <b>review</b> the application before it is mailed, and both <b>the supervisor and county director must sign</b> the “Attachment 4.”</p>
<b>Assessment and Permanency</b>	1006 1011.1	<p><b>The county director will ensure</b> that MOUs are in place for providers of comprehensive assessments.</p> <p><b>The supervisor must review, sign,</b> and date the two forms, (1) Family Strengths and Resources, and (2) Permanency Prognostic Indicators.</p> <p><b>Good Practice. The supervisor must conference</b> each case with the case manager prior to the Permanency Plan being selected.</p> <p><b>Good Practice. The supervisor should read</b> the assessment once it is received in the office and then <b>approve</b> payment if the product is acceptable.</p> <p><b>Good Practice. The supervisor will participate</b> in the Multi-Disciplinary Team Meeting.</p>
<b>Case Planning and Review</b>	1007 1012	<p><b>The supervisors must review</b> IDS and local tracking tools to ensure that the Initial Case Plan and all subsequent case <b>reviews</b> are completed timely.</p> <p><b>The supervisors must review</b> and indicate their <b>approval</b> by <b>signing</b> all initial and subsequent case plans.</p> <p><b>Good Practice. The supervisor is encouraged to participate</b> in the Family Team Meeting to develop the case plan including Written Transitional Living Plan for children age 14 and older.</p> <p>For Judicial Citizen Panel reviews <b>the case manager or his/her supervisor must be in attendance.</b></p> <p><b>The supervisor must ensure</b> that court approval is received prior to changing the case plan.</p>
<b>Placement of a</b>	1009	<b>The supervisor must conference</b> all cases with the case

<b>Child</b>	1009.4  1009.6  1009.11  1009.13, 14	manager prior to a change in: (a) Visitation (b) Placement  <b>The supervisor must participate</b> in a meeting with parents and case managers when the parent objects to a placement.
<b>Needs of a Child</b>	1011.10   1011.11  1011.12  1011.17	<b>The county director/designee must approve and sign</b> the medical authorization form for children going on out of town trips.  <b>The county director must approve</b> a higher rate for childcare for a child with special needs.  <b>The county director/designee grants approval</b> of a Supplemental Supervision provider.  When a child known to foster care is seriously injured or dies, <b>the county director/designee must follow</b> the CPS Manual 2108 for notifying appropriate offices/sections and must take steps to secure the record.
<b>Emancipation/ Independent Living</b>	1012	<b>The supervisor shall</b> review monthly the IDS report of “Children 14 and Older” and ensure that all of these children have been referred to the ILP.  <b>Good Practice.</b> For every child 14 and older, the supervisor should <b>review</b> the child’s case plan to validate inclusion of the Written Transitional Living before <b>approving</b> the case plan via <b>signature</b> .  If a youth is to receive ILP services after age 21, <b>the county director must sign</b> the waiver request that is prepared with the ILC.  <b>The supervisor must be involved</b> in the discussion of a child seeking the <b>approval</b> of the county director for a Learner’s Permit. The county director is the final authority for consent to obtain a Learner’s Permit.  If a child seeks a Learner’s Permit or a Driver’s License and the agency is unable to locate the birth parents to <b>sign</b> Form 9, the county director/designee will <b>sign</b> a waiver request to the division director regarding waiver of Form 9.

		<p>If a youth is in the permanent custody of the department and seeks a driver's license, <b>the supervisor will assist</b> the case manager in compiling documents for the county director to <b>sign</b> to send to the division director.</p> <p><b>The county director must</b> give written <b>approval</b> for children over 18 in custody to own a vehicle.</p>
<b>Client Access to Records</b>	1013.2	<b>Good Practice: The supervisor must ensure</b> that information for client access is shared appropriately.
<b>Requesting a Hearing</b>	1013.5	Should an emergency threaten a child's health or safety, immediate action may be taken to protect the child. <b>The county director/designee must approve</b> the emergency action within two working days.
<b>DFCS Decision to file a TPR Petition</b>	1013.13	<b>The supervisor and county director must approve and confirm in writing the decision to file for TPR.</b> The supervisor/county director ensures the TPR packet is prepared and submitted to the SAAG within 30 days from the decision to file. .
<b>Consultation with the SAAG</b>	1013.15	<b>Good Practice: The supervisor must consult</b> with the county director/designee if the SAAG has repeated delays in preparing the petitions for TPR. The county director must notify the state legal services officer, via Termination packet reporting form.
<b>Written Request for Access</b>	1013.22	<b>The county director in the legal county must give written</b> authorization if the record or copies of the record are to be <b>reviewed</b> at a location other than the legal or boarding county.
<b>Open Records Act and Child Death Cases</b>	1013.26	<b>The county director and the SAAG must be notified</b> of the request as soon as it is received. <b>The county director must immediately notify</b> the state DFCS legal services officer.
<b>DFCS Staff/Employees cannot be DFCS Foster Parents</b>	1014.4,5	The waiver request must include a recommendation from the county director to the Division Director with a copy to the field director. <b>Note:</b> Waivers are to be <b>submitted by supervisory staff</b> or above, not case management staff.
<b>Re-Evaluation</b>	1014.7	<b>Good Practice:</b> Prior to sending a waiver request for a Foster Parent who has been on inactive, unapproved or pending status the request should be <b>reviewed and signed by the supervisor and the county director</b> . <b>Note:</b> Waivers are to be submitted by a supervisor or above, not case management staff.
<b>Staff Training Requirements</b>	1014.8	<b>Placement supervisors and county directors are required to attend MAPP. CPS supervisors should complete MAPP</b> if financial resources allow.
<b>Recruitment</b>	1014.11	<b>Good Practice: The supervisor must develop</b> the

		Annual Recruitment Plan along with the resource development worker(s). The county director should <b>review</b> the plan.
<b>Responding to Inquiries</b>	1014.12	<b>Good Practice: The supervisor should require</b> that resource development workers maintain a tracking log that indicates how/when the agency responded.
<b>Methods of Preparing Families</b>	1014.15	If for some reason, GPS: MAPP is not feasible, the worker <b>will conference this situation with the supervisor</b> prior to enrolling the parent(s) in DT: MAPP.
<b>Participants Selecting Out of MAPP</b>	1014.25	If the agency has decided to “select out” the parent(s), <b>this decision must be discussed with the supervisor.</b>
<b>Team Leaders</b>	1014.36	<b>County Directors and supervisors will ensure</b> that the county has enough certified parent co-leaders to meet the needs of the county.
<b>Parent Co-Leaders and Family Consultations</b>	1014.40	Prior to requesting state office sanction, <b>the supervisor must be involved in the decision</b> to involve foster/adoptive parent leaders in family consultations and completing portfolios. The county must secure approval from the Social Service Section Director prior to involving foster/adoptive parent leaders in family consultations and completing portfolios.
<b>Parent Co-Leader Registration Fees</b>	1014.41	<b>Good Practice: The county director/designee will</b> make the referral to MAPP and ensures that registration fees and travel are paid.
<b>Preparing the Family Assessment/ Portfolio</b>	1014.44	<p><b>The county director will approve</b> all extenuating circumstances that prohibit the completion of the portfolio within six weeks.</p> <p>A written explanation, <b>signed by the county director</b>, will be sent to all families whose portfolio cannot be completed within six weeks.</p> <p><b>The county director must sign</b> the letter of “request for an Originating Agency Identifier.”</p> <p><b>The supervisor, county director/designee and field director must review</b> any negative criminal record findings and decide whether the portfolio will be <b>approved</b>. (Consideration is being given to removing this requirement from policy.)</p> <p><b>The county director will read</b> and indicate <b>approval</b> of the portfolio by <b>signing</b> Form 6036. <b>Good Practice:</b> The supervisor will <b>review</b> each family portfolio before</p>

		<p>it is forwarded to the county director for <b>approval</b> and <b>signature</b>.</p> <p><b>The county director must sign</b> the Discipline Policy Agreement.</p>
<b>Parent Development Requirement-Hours</b>	1014.47	<p><b>The county director/designee is responsible</b> for ensuring that foster parents complete the required 15 hours of parent development activities prior to the end of the calendar year.</p> <p><b>Good Practice: The supervisor should maintain or develop</b> a system to track parent development training hours.</p> <p><b>Only the county director can grant a</b> waiver of the continued parent development requirements.</p>
<b>Continued Parent Development Content</b>	1014.48	<p><b>The county director/designee will be responsible</b> for ensuring that parent development activities focus on skills development or meeting the foster parents' personal growth and development needs.</p> <p>Parent development activities used to meet the foster parent's personal growth and development needs must have prior written <b>approval by the county director/designee</b>.</p>
<b>Annual Recruitment Plan</b>	1014-S-2	<b>The county director must review</b> and <b>sign</b> the annual recruitment plan and submit it to the Placement Resource Development Unit at the State Office.
<b>Quarterly Recruitment Report</b>	1014-S-3	<b>The county director or designee must sign</b> this report before it is submitted to the state office.
<b>General Recruitment</b>	1014-S-4	<b>The county director ensures</b> that the diligent recruitment of potential foster parents (1) is an on-going activity, (2) is directed toward a broad cross-section of the community, and (3) reflects the racial/ethnic diversity and placement needs of the children needing placement in the county/area.
<b>Child Specific Recruitment</b>	1014-S-5	<b>Good Practice: The supervisor should ensure</b> that a child's record includes a listing of all recruitment activities specific to that child.
<b>MEPA-IEPA</b>	1014-S-8	<b>The supervisor must make sure</b> that workers understand the implications of these laws and that the Annual Recruitment Plan and placement activities are developed with these laws in mind. (Each county office should have a video detailing compliance.)
<b>Follow-Up and</b>	1014-S-8	<b>The supervisor must ensure</b> that data is collected in

<b>Evaluation of Recruitment Activities</b>		such a way as to be useful in evaluating what is working in recruitment and retention of foster parents.
<b>Types of Approval</b>	1015.2	<p><b>Good Practice: The supervisor should conference</b> with case manager and <b>review</b> the Foster Home Study prior to submission to the county director.</p> <p>When a home is granted <b>approval</b> status, the county will notify the family via a letter. <b>Good Practice both the county director and supervisor should sign that</b> letter.</p> <p><b>The county director/designee</b>, in unusual or exceptional circumstances, <b>may grant</b> a waiver to a policy requirement.</p> <p><b>The county director/designee may grant one temporary approval.</b> Any extension of a temporary <b>approval</b> requires <b>approval</b> by state consultants or administrators.</p>
<b>Approval Status</b>	1015.4	The county director must <b>approve</b> via Form O-18, any change in the status of a foster home.
<b>Selection and Use</b>	1015.5	<b>The supervisor must be involved</b> in deciding whether a placement is suitable for a child.
<b>Placements Requiring Level of Care Services</b>	1015.7	If a foster parent cannot be available on a full-time basis, it should be documented in the child and foster parents record <b>that the county director has approved</b> this exception.
<b>Use of a Foster Home in Another County</b>	1015.8	<b>The supervisor must consult</b> with the case manager regarding a placement in close proximity.
<b>Foster Parent Moves to Another County</b>	1015.9	<p>The decision to move the child with the foster parent requires the prior <b>approval of the county director/designee.</b></p> <p>In the foster parent's new county of residence the foster home study has to be updated and <b>approved by the county director.</b></p>
<b>Foster Parent Providing Family Day Care</b>	1015.10	<b>The county director must approve</b> this and requires the approval status be changed to "Special."
<b>Counties Joint Use of a Foster Home</b>	1015.13	When county departments share a foster home, <b>both county directors</b> must <b>approve</b> the joint utilization.
<b>Emergencies in the Foster Home</b>	1015.15	<b>The supervisor must ensure</b> that foster parents are made aware of whom, within the agency, they should

		call immediately when an emergency arises.
<b>Re-Evaluation of the Foster Home</b>	1015.17	<p><b>The County Director must review/approve</b> all re-evaluations of foster homes <b>prior</b> to the current <b>approval's</b> expiration.</p> <p><b>The supervisor must review</b> and <b>sign</b> the re-evaluation before it is submitted to the county director.</p> <p><b>Good Practice: The supervisor should maintain</b> a tracking system to keep up with criminal records checks, physical exams, etc. IDS should be checked monthly regarding annual re-evaluation due dates. Supervisors must ensure that any foster home used is in <b>approval</b> status.</p> <p><b>The county director must grant a waiver</b> when fingerprints have been submitted twice to GCIC and NCIC for processing but have been rejected as "unreadable." (<b>Note:</b> After the second rejection, the home can be granted full approval status if all other requirements have been met.)</p>
<b>Change in Foster Home Marital Status</b>	1015.18	If a new spouse is not <b>approved</b> at the expiration of the temporary <b>approval</b> period indicated for reasons other than the completion of GPS: MAPP, <b>the county director, in consultation with</b> the area C & S Consultant, may grant an extension of the temporary <b>approval</b> .
<b>Special Safety Issues in Foster Homes</b>	1015.19	<p>Foster parents are prohibited from allowing children and youth under the age of 18 to ride in the bed of a pickup truck. <b>The county director/designee may provide</b> waivers when children wish to participate in parades, hayrides and similar events.</p> <p>In order for a foster child to engage in hunting activities, the county director/designee must give prior <b>approval</b>.</p> <p><b>The supervisor must take</b> all measures within their power to reduce the level of risk to children in care.</p>
<b>Discipline and Other Serious Foster Care Policy Violations in DFCS Approved Homes: Agency Action</b>	1015.24	<b>The county director/designee may request a waiver</b> from the Section Director to keep the home open. <b>The county director must also meet</b> with the foster parent to give them an opportunity to be heard. <b>The county director makes</b> the ultimate decision on the closure of the home if the offense was a violation of the discipline or other foster care policy

<b>Staff Notification: Discipline or other serious foster care policy violations</b>	1015.25	<p><b>The supervisor(s) must notify the county director</b> whenever there has been a discipline or serious foster care policy violation.</p> <p><b>It is the responsibility of the supervisor</b> to carefully evaluate any foster care policy violation by a DFCS <b>approved</b> foster home to determine the appropriate response time.</p>
<b>Assessment of Discipline and Other Serious Foster Care Policy Violations: DFCS Internal Procedure</b>	1015.26	<p><b>The supervisor must review</b> and assign to a case manager for assessment any alleged disciplinary or other serious foster care policy care violations.</p> <p>Any evidence or suspicion of abuse or neglect in the foster home <b>is immediately reported to the Placement Supervisor, who immediately relays this information to the CPS Supervisor. Good Practice.</b> Notify the county director as well.</p>
<b>Required Staffing Following Assessment Disciplinary or Other Serious Foster Care Policy Violation: Agency Action</b>	1015.27	<p><b>Supervisors must ensure that a staffing</b> is held within 48 hours following completion of the assessment to determine whether the children should be removed from the home.</p> <p><b>The placement supervisor must attend the staffing. The adoption supervisor may be included</b> if the child is in the adoption process.</p> <p>The staffing results in a plan of action. <b>The county director/designee approves</b> the plan.</p>
<b>Reporting Assessment Determination to the State Office</b>	1015.28	<b>The county director forwards</b> a report of the assessment determination to the DFCS Social Services Section Director within 10 workdays of the conclusion of the assessment.
<b>Request for Administrative Policy Waiver of DFCS Foster Home Closure: Agency Action</b>	1015.29	<b>The county director requests</b> a policy waiver from the Social Services Section Director if a DFCS foster home is not immediately closed following a substantiated discipline policy or any other foster care policy violation in which the home, according to policy, requires closure.
<b>Corrective Action Plan</b>	1015.30	<p><b>The county director must approve and sign</b> the corrective action plan.</p> <p><b>Good Practice: The supervisor should review</b> the corrective action plan before it is submitted to the county director for <b>approval</b>.</p>
<b>Placements Affected by the Discipline Policy</b>	1015.31	<b>Good Practice:</b> When there has been a disciplinary policy violation in a private agency foster home, <b>the supervisor should request a staffing</b> with the private



		agency director/designee to determine the suitability of the home for continued placement.
<b>Low Risk Foster Care Policy Violations in DFCS Approved Homes: Agency Action</b>	1015.32	<b>The resource development and/or placement supervisors must address</b> these through the use of direct consultation and support strategies. ( <b>Note:</b> Continued “low risk” violations may lead to more serious consequences, i.e.; corrective action or closure.)
<b>Reporting Allegations of Abuse and Neglect in Foster Homes</b>	1015.33	When a report is received by Placement staff regarding the inappropriate treatment of a child in a DFCS home, <b>the allegations are immediately reviewed by the placement or resource development supervisor and forwarded to the CPS supervisor for immediate screening</b> if there is any indication or suspicion of possible abuse or neglect.
<b>Closing a Foster Home</b>	1015.34	<p>If the home needs to be closed and the foster parent does not reach that decision, <b>the supervisor and case manager must consult and arrive at the decision.</b></p> <p><b>The county director/designee will meet</b> with the foster parent to afford them an opportunity to be heard, if requested.</p> <p>Within 10 working days of the face-to-face meeting to discuss closure, send a letter describing the reasons for closure. <b>The letter will indicate</b> that the county director is willing and available to meet with the foster parents.</p>
<b>Removal of the Child From the Foster Home</b>	1015.34	<b>The supervisor or other administrative staff must</b> give <b>approval</b> if a decision is made to remove a child.
<b>Assessment-Regular</b>	1016.5	<b>The county director must sign Form 535.</b> The county director must grant a waiver for any exceptions to the rates in this section.
<b>Assessment-Comprehensive Child and Family</b>	1016.6	<b>County Directors and/or supervisors need to ensure that assessments meet</b> the standards before payment is made. The county director/designee provides the <b>signature</b> authorizing payment.
<b>Burial Expenses</b>	1016.7	<b>The county director/designee has the authority</b> to grant a waiver to exceed the state’s maximum limit.
<b>Child Restraint Devices</b>	1016.8	<b>The county director/designee has the authority</b> to waive the age requirement and authorize the purchase of a booster seat for the safety needs of a particular child.
<b>Initial Clothing</b>	1016.9	<b>The county director/designee may authorize</b> purchases in excess of the maximum limits for a “hard to fit” child. The county director/designee may grant a

		<p>waiver permitting another authorization of Initial Clothing.</p> <p><b>The county director may authorize the issuing of “advances” to foster parents in hardship cases.</b></p>
<b>Foster/Adopt Support Services</b>	1016.14	<b>The county director may approve</b> for a foster parent to attend an institute that is not the closest one to the foster parent’s home.
<b>Per Diem-Regular</b>	1016.24	A special per diem (or add-on) is discretionary and is <b>approved by the county director/designee.</b>
<b>State Approved Per Diem Waivers</b>	1016.26	If an emergency LOC application is <b>needed the county director/designee must write a memo</b> describing the situation and justifying the need for an emergency LOC special per diem.
<b>PUP</b>	1016.27	<b>The county director or designated supervisor or review committee</b> provides the authorization and <b>approval.</b>
<b>Supplemental Supervision</b>	1016.36	<b>The county director/designee may grant approval</b> for a cash advance if reimbursement places undue hardships on the foster parent.
<b>Unusual Medical/ Dental</b>	1016.38	Authorization to charge expenses under \$5,000 is <b>granted by the county director/designee</b> in a written waiver.
<b>Correspondence</b>	1017	Any correspondence to the ICPC office <b>must have the supervisor and county director’s signature.</b>
<b>Georgia is the Sending State</b>	1017.3	<b>The supervisor and county director must always</b> be involved in the placement of a child out of state.
<b>Quarterly reports ICPS placements.</b>	1017.5	<b>Good Practice: The supervisor should monitor the quarterly receipt</b> of ICPC reports to determine if the child placed out of state is being monitored as needed. Otherwise, the ICPS specialist must be contacted.
<b>Sending State/ Termination of Placement Agreement</b>	1017.7	<b>The county director must give approval</b> before the placement agreement can be terminated.
<b>Out-of-State Foster Home</b>	1017.9	<b>The county director must give approval</b> before the worker can explore this possibility.
<b>Child Moves With Foster Parents</b>	1017.10	<b>The county director must give approval</b> in writing.
<b>Out-of-State IFC Facility</b>	1017.11	<b>The county director must give approval.</b>
<b>Interstate Visit</b>	1017.12	<b>Good Practice. The supervisor should be responsible</b> for tracking to ensure the visit does not exceed 30 days.
<b>Court as the Sending Agency</b>	1017.13	<b>The county director/designee must sign</b> Form 100A.

<b>Receiving State/ Home Evaluation Request</b>	1017.15	<b>Good Practice.</b> The supervisor should review the request from ICPC and assign the home evaluation to a case manager.
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## Chapter 1100 - Family Services Program

<b>Service Definitions</b>	1100.1	<b>Supervisors and county directors must not allow family service workers to be engaged</b> in activities they are strictly prohibited from performing or activities that are not their duty. Examples are activities that require special licenses or certification.
<b>Referral Process</b>	1101.4 1103.2	<p><b>The supervisor grants approval</b> for Family Service Worker (FSW) involvement by <b>signing</b> Form #562 which is the written request from a case manager.</p> <p>The family services supervisor/designee determines the disposition of requests/referrals within five workdays of receipt.</p> <p><b>The supervisor must maintain</b> a waiting list, if needed.</p> <p>In emergency situations, <b>the family services supervisor</b> or designee may direct that services be provided before the completion of Form 562. (<b>Note:</b> However, form 462 must be completed and routed to the Family Services Program supervisor/designee within five workdays.)</p> <p><b>The case manager's supervisor must assist</b> the case manager in determining whether a family service worker could be of assistance in a case.</p>
<b>Documentation</b>	1101.4 1107.2 1107.4 1107.5	<b>The supervisor/designee of the family service worker must ensure</b> documentation standards are met. This includes making sure that family services worker documentation Forms 502 and 452 are transferred to the social services case record by the fifth working day of each month. The supervisor should <b>review</b> this documentation before it is passed along to the case manager. ( <b>Note:</b> Supervisors should be alter to a policy change that will eliminate form #502 and require only the 452.)
<b>Assigning Referrals</b>	1103.3	<p><b>The family services supervisor or designee</b> must receive and <b>review</b> all referrals to the family services program and document assignment on Form 562.</p> <p><b>The supervisor must make sure</b> that the family services worker begins work with the client within 30 days unless there is a waiting list.</p>

		<p><b>The supervisor routes</b> the original Form 562 to the referring case manager, provides the green copy to the family services worker and retains the yellow copy to track FSW case assignments.</p> <p>The family services supervisor is responsible for ensuring that the caseload size of the family service worker does not grow too large.</p>
<b>Case Planning</b>	1104.1	<b>The supervisor must assist</b> in determining which of two case plans the agency is going to use. It will use either the Form 388 or Form 563. The supervisor needs to <b>review</b> the plan once it is developed.
<b>Pre-Service Review</b>	1104.2	It is <b>Good Practice for the supervisor to attend</b> the pre-service <b>review</b> that occurs between the case manager and the family services worker.
<b>TANF/Social Services Coordination</b>	1104.4	For these type cases, <b>the family independence case manager's supervisor and the family services supervisor need to be involved</b> in the coordination of the work.
<b>On-Going Reviews/ Predetermination</b>	1104.5	<b>The family service supervisor needs to make sure that the need for continued family services is reviewed</b> , using the same time frame guidelines as the social services program the family services is supporting.
<b>Transportation</b>	1105.3	<p><b>The family services supervisor must inform the family</b> services worker that transportation provided should always be in support of the case plan. (<b>Note:</b> Other transportation resources, such as relatives, neighbors, friends, Medicaid transportation providers, etc. should be explored and their use encouraged before transportation is requested of the FSW.)</p> <p><b>Additionally, the supervisor must</b> make sure that the family services worker understands and obeys the seat belt and child restraint laws governing motorists in the state of Georgia.</p>
<b>Personal Safety</b>	1106	<b>Good Practice. The supervisor should</b> make sure that the family services worker is knowledgeable about personal safety on the job and practices it. For example, if a referral indicates the potential for violence, the supervisor may ask that the family services worker be accompanied by law enforcement or a case manager.
<b>Reporting</b>	1107.6	<b>The supervisor will ensure</b> that the family service worker case log is maintained. The supervisor will also oversee the submission of the quarterly statistical report, which is due by the 15 <sup>th</sup> day following the reporting

		period.
<b>Confidentiality</b>	1108.2	<b>The supervisor is responsible</b> for making sure the family service worker understands confidentiality.
<b>Physical Exam</b>	1108.3	<b>The supervisor will ensure</b> that pre-service and annual physical examinations are completed. A copy of the physical exam Form 564 must be maintained in the personnel file of the FSW.
<b>Insurance Coverage</b>	1108.4	<b>Good Practice. Supervisors should inform</b> the family services workers that all employees who use their personal vehicles at work should let their personal vehicle insurance carrier know about such use of the vehicle.
<b>Accountability</b>	1108.5	<b>Good Practice. Supervisors should</b> ensure that family services workers know to use Form 591A, or a locally developed form, when handling client's money and personal items.

## Chapter 2100 - Child Protective Services

**PLEASE NOTE:** (Any policy citation in bold type will appear in policy effective November 2003.)

<b>Emergency Removal</b>	2102.10, 11,12	<p><b>The supervisor or county director must grant</b> authorization for the agency seeking court <b>approval</b> for removing a child from his/her home or before accepting responsibility for a removed child.</p> <p>Always consult with the SAAG prior to making a decision to file a deprivation complaint.</p> <p>If the child is removed from the home, <b>supervisors must ensure that language requirements</b> are met in the court order. (See Placement Policy.)</p>
<b>Other Removal Options</b>	<b>2102.11*</b>	<p>File a deprivation complaint/petition with the Juvenile Court when a parent's actions put a child at imminent risk of serious maltreatment when a parent is not complying with the critical elements of the case plan.</p> <p><b>The case manager and Supervisor must conference prior to any court hearing. The supervisor reads and assesses the available information to assist the case manager in determining the agency's recommendation to the court and to prepare for court testimony.</b></p> <p><b>The case manager and Supervisor must conference prior to the return of a child or custody of a child, to ensure that controlling interventions are in place. The case manager documents the results of the conference on form 454 or 452 and both the Supervisor and case manager sign off on the entry.</b></p>
<b>Family Assessment and 30-Day Case Plan</b>	2102.13, 14	<p><b>Good Practice:</b> The supervisor should track the timely completion of the 30-day case plan and family assessment.</p>
<b>24-Hour Report Response Capacity</b>	2103.2	<p>Make sure the county department phone listing is readily accessible for 24-hour reporting and response capability. (<b>Note:</b> This is an administrative responsibility, but the supervisor should routinely validate that all listed numbers are current and correct.)</p> <p>The county must ensure that after-hours, including weekends and holidays are covered for responding to reports.</p>

<b>Receiving Reports</b>	2103.4,5,6 2104.7 2104.31	<p><b>Review</b> all reports (Form 453) and assign proper response time or <b>sign</b> for screen-out. <b>The supervisor must sign Form 453.</b></p> <p>If a mandated reporter has made three reports on the same child that were unsubstantiated and then makes a fourth report on the same child/same allegations, <b>the supervisor shall</b> discuss this with the C &amp; S consultant to determine whether to open the case or screen out.</p> <p>If the county is receiving many reports from mandated reporters on situations that are usually screened out, there may be a need to meet with mandated reporters and discuss appropriate CPS referrals or discuss at the local protocol committee better ways to route reports.</p>
<b>Acknowledgement of Reports</b>	2103.5	<b>County director/designee must sign</b> the mandated reporter letter. <i>Note that the sample letter refers only to the supervisor's signature.</i>
<b>Mandated Reporters Not Reporting</b>	2103.6	<b>The county director must send</b> a letter describing the legal obligation to report any suspected maltreatment. If this does not correct the problem, consult with the C & S consultant. It may be necessary to refer the matter to the district attorney. ( <b>Note: The supervisor is responsible</b> for notifying the county director of instances they may require a letter of notification.)
<b>Parental Alcohol and Other Substance Abuse</b>	2103.8	<b>Good Practice.</b> When accepting reports of substance abuse, <b>the supervisor should be sure</b> that the report contains allegations of maltreatment and not just alcohol/substance abuse. Train intake workers to ask questions listed in this section, and then staff the case to determine whether to investigate.
<b>Reports of Juvenile Substance Abuse</b>	2103.9	<b>Good Practice. The supervisor should ensure</b> that a copy of the Information and Referral (I & R) is submitted to the county Juvenile Court. This is considered information and referral unless there is justification to open as CPS or PLC.
<b>Report Received on a Newborn in Family w/History</b>	2103.10	<p>If child has a sibling in placement, <b>the supervisor must</b> assign for immediate to 24 hr. response. Determine safety/risk to new child.</p> <p>If a family has prior substantiated maltreatment that rated high or moderate at investigation and a new child is born, evaluate whether to assign this as a new report.</p>
<b>Reports of Suspected Statutory Rape</b>	2103.11	The <b>supervisor must ensure</b> that the report is <b>assigned</b> for investigation when it is reported that the parent has not taken steps to protect the child.



<b>CPS History</b>	<b>2103.13*</b>	<p>The <b>supervisor will ensure</b> that history is checked since history has a great influence on how to respond to and assign a report. Never allow a report to be screened out where there is history until history has been <b>reviewed</b>. (NOTE: See new screen out policy <b>2103.18*</b>)</p> <p>The <b>supervisor must train</b> workers to document history <b>review</b> on Form 452.</p> <p>*When history reveals there have been any prior referrals on the same case, <b>the case manager and supervisor must conference</b> to determine how history impacts the current intervention decision.</p>
<b>Response Time Calculation</b>	2103.15, 16	The <b>supervisor must ensure</b> that reports are acted on immediately. <b>Supervisors must assist intake workers as necessary to determine response times</b> . Rely on 2103.16 to determine which reports ALWAYS require an immediate to 24-hour response.
<b>Request for Short-Term Emergency Care</b>	2103.17	<b>Supervisors must make sure</b> that these requests are ALWAYS <b>assigned</b> an <b>immediate</b> response time. <b>Good Practice. The supervisor should review</b> the authorization and termination forms.
<b>Screened Out Reports</b>	<b>2103.18*</b>	<p>The <b>supervisor must ensure</b> that reports that have no components of a CPS report are screened out. (See 2103.7 and Appendix A.) For EXCEPTIONS, see 2103.4,5,6,7,31.</p> <p><b>Supervisors must also ensure</b> that screened out referrals are appropriately referred for early intervention.</p> <p>*Under the following circumstances <b>the supervisor or administrator conferences and signs the approval:</b></p> <p>First and second referrals requires <b>conference with supervisor;</b> Third referral requires <b>conference with social services administrator</b> or appropriate administrator; Fourth referral requires conference with <b>the county director</b>.</p>
<b>Reports Received on Active Case</b>	2103.19	<b>Supervisors must ensure</b> that any new incident or different incident is <b>assigned</b> for investigation.
<b>Referrals to Law Enforcement</b>	2103.20	<b>The supervisor must ensure</b> that the county's process for notifying law enforcement is consistent with policy which states that immediate means <b>"at that moment."</b>
<b>CPS Intake Log</b>	2103.21	<b>The supervisor must ensure</b> that the CPS log in use

		captures all the information called for in this manual section.
<b>CPS Across County Lines</b>	2103.22	<b>Good Practice:</b> Supervisors in both counties should take immediate action for the safety and protection of the child when CPS allegations cross county lines.
<b>Request to Evaluate TANF Recipient Prior to Second Sanction</b>	2103.25	The county director decides whether TANF workers or services staff will contact the family. <b>The supervisor must decide whether to investigate</b> , based on the belief that maltreatment exists. .
<b>Drug Exposed/Addict -ed Infants</b>	2104.3	<b>The supervisor must ensure</b> that these are opened and <b>assigned</b> an immediate to 24-hour response time. See questions listed in this section to determine whether to file a deprivation complaint.
<b>Child Taken Into Custody By Physician</b>	2104.4a	<b>Supervisors must ensure</b> that the six-hour policy requirement is met when all three conditions are met: (1) physician has taken custody of a child, (2) the child is ready for release, and (3) the court has transferred custody.
<b>“Safe Place for Newborns” Infants</b>	2104.4b	<b>Supervisor must ensure</b> the State Protective Service Unit is notified and a tracking system is in place.
<b>Short-Term Emergency Care</b>	2104.5	<b>A supervisor or county director</b> must be involved in the return of one of these children to the caretaker and a decision, when necessary, to file a juvenile deprivation petition.
<b>Initial Interviews</b>	2104.9	<b>Supervisors must assist</b> the assigned CM at this point by discussing known facts, pre-planning the initial visit, possible support services and coordination with law enforcement and/or Juvenile Court.
<b>Changing Response Times</b>	2104.10	If an assigned 24-hour response time is changed, <b>the supervisor must</b> provide <b>signed</b> documentation on Form 453 of the reasons for the change.
<b>Offender and Conviction Data</b>	2104.10a	When checks reveal criminal/conviction history, <b>the supervisor must participate</b> in a staffing to determine whether the child remains safe.
<b>Discovery of Children Home Alone</b>	2104.13	When a case manager finds children too young to be left home alone, <b>a supervisor must be notified</b> and law enforcement should be notified as necessary.
<b>Supervisory Review of Investigations</b>	2104.17 2104.18* 2104.22 2104.23 2104.27 2104.36 2104.39	<b>The Supervisor must read/review</b> all investigations within five workdays for a substantiated investigation and within 20 work days for an unsubstantiated case. Supervisors must give <b>approval</b> of the disposition by <b>signing</b> Forms 454, 457 and 455B where necessary and <b>the supervisor signs and approves</b> Form 455A.

		<p>*(Note: The <b>supervisor's conference with the case manager, review and signature</b> on the 455A ensures that the correct safety determination and safety assessment has been made for each individual child in a household. The <b>supervisor verifies</b> that the controlling interventions are in place. The case manager documents on form 452 the results of the conference and <b>both the case manager and supervisor initial the entry.</b> )</p> <p>It is <b>Good Practice</b> that Form 455B is <b>signed</b> ASAP and that the other forms be <b>signed</b> on the same day as the case is read.</p> <p>It is <b>Good Practice</b> that <b>the case manager and supervisor conference</b> all investigations by the 25<sup>th</sup> day of the 30-day investigative period.</p> <p>(NOTE: See specific reference to new inclusion of new policy directive regarding <b>2104.22* and 2104.27*</b> below.)</p>
<b>Diligent Search</b>	1002.3.1 2102.4a	<b>Supervisor must make sure</b> that a diligent search for putative fathers, relatives, and significant other adults is conducted in the first 90 days of placement and documents on the Form 450 and 452.
<b>Inability to Gain Access to the Home/Children</b>	2104.20	<b>The supervisors must be involved</b> and offer assistance when case managers are unable to gain access to homes always on a 24-hour case, take immediate action. The agency may have to contact the SAAG or law enforcement <b>to gain access to the child.</b>
<b>Form 454 (Investigative Conclusion)</b>	2104.22*	<b>The supervisor conferences with</b> the case manager prior to completion of the Investigative Conclusion form 454. The case manager must document the results of the conference on form 454 and <b>both the supervisor and case manager initial</b> the entry.
<b>Closure of Case with Child Fatality</b>	2104.24	<b>The director and supervisor must maintain</b> the case record in a secure location until official findings of death are received. Then follow the steps in this section enumerated in policy citation <b>2104.24.</b>
<b>Substantiated Investigations with Alcohol and Other Substance Abuse</b>	2104.25	If the parent refuses to comply with drug screens and/or substance abuse assessments, <b>the supervisor must help</b> the case manager decide whether to file a deprivation complaint/petition.
<b>Drug Screens</b>	2104.26	If there is an investigation where there is alleged substance or alcohol abuse and there is corroborating evidence of such but the parent refuses to submit to drug

		screen, <b>the supervisor must help</b> evaluate the need for a deprivation petition.
<b>Form 457 (Risk Assessment Scale)</b>	<b>2104.27*</b>	<b>The Supervisor conferences</b> with the case manager upon completion of the Risk Assessment and prior to disposition of the case to determine the accuracy of the completed assessment.
<b>Waivers</b>	2104.28	<b>The supervisor must submit</b> all requests to exceed the mandatory 30-day investigative time frame to upper management for <b>approval</b> from the county director, social services program director or social services administrator. <b>The supervisor must also</b> determine the case contact needs during the waiver period. If the waiver is denied, immediate action is required to complete the investigation.
<b>Client Notification</b>	2104.29	<b>Good Practice: The supervisor should</b> ensure that a correct case determination is made in every case and that the correct client notification letter is mailed.
<b>Form 431 Incorrect Determination</b>	2104.32	<b>Good Practice</b> If a review determines that the county case determination is incorrect, upon notice of this decision, <b>the supervisor should</b> immediately notify Systems and Methods Incorporated to change the original case determination entry in PSDS via fax on agency letterhead through supervisor's <b>signature</b> .
<b>Use of Relative, Neighbor or Other Individual as a Safety Resource</b>	2104.33	<b>The supervisor and/or county director must give</b> documented <b>approval</b> for these safety resources to be used. If these safety resources do not meet <b>approval</b> requirements, the supervisor must immediately ensure that the agency files a deprivation complaint. <b>Note:</b> The supervisor must contact the C & S consultant when a staffing is required.
<b>Imminent Risk and Safety</b>	2104.34	<b>The supervisor must ensure</b> that the case manager files a deprivation complaint when it appears that protection and safety of a child cannot be sufficiently controlled and ensured within the home.
<b>Response Overrides</b>	<b>2104.35*</b>	<b>The supervisor approves</b> the use of any override that will move the case into a higher or a lower risk category, including overrides for those situations that always require an override to high risk. <b>The supervisor confers</b> with the case manager on the override, the case manager documents the results of the conference on form 452 and <b>both the case manager and supervisor initial the 452 entry</b> .
<b>Contact for Cases Transferred for Ongoing</b>	<b>2104.36*</b>	<b>The supervisor must conference the case determination with the case manager and approves</b> the substantiated investigation within five workdays for completion and transfers the investigation to ongoing

Services		<p>services.</p> <p><b>The ongoing supervisor conferences</b> with the ongoing case manager at assignment of each new case. The case manager documents the results of the conference on form 452 and both <b>the case manager and supervisor initial</b> the 452 entry.</p> <p><b>Note exception</b>, unsubstantiated court ordered cases.</p>
Substantiated Cases and Community Resources	2104.37	<p><b>Good Practice: The supervisor must maintain or establish</b> a local method of tracking referred substantiated low-risk cases for meeting accounting and statistical needs. Further, supervisors should ensure that both unsubstantiated and low risk cases, prior to closure, are referred to available community resources for early intervention.</p>
Family Moves During Investigation or Ongoing	2104.40	<p>When a family with an active CPS case moves, <b>the supervisor must ensure</b> that an immediate referral is made to the county or state of the family's new address.</p> <p><b>Note:</b> Out of state alerts are sent through the ICPC Specialist.</p>
Family Moves to Unknown Location	2104.41	<p><b>Good Practice: The supervisor should</b> ensure that all steps to locate the family have been taken.</p>
Case Plans	2105.10 <b>2105.8*</b> 2105.9 2105.12	<p><b>Supervisors must carefully track</b> when the initial strengths and needs assessment Form and case plan are due as well as all subsequent case plans with accompanying forms.</p> <p><b>Supervisors must conference</b> with the case manager upon completion of the Strengths and Needs Assessment Scale, form 458 in preparation for the development of the case plan. The case manager must document the results of the conference on a form 452 and <b>both the case manager and the supervisor must initial the entry.</b></p> <p><b>Supervisors must conference with the case manager and sign</b> the case plans. (<b>Note:</b> The supervisor's signature signifies agreement with and approval of the case plan.)</p>
Service Provision	2105.13	<p><b>Supervisors must track</b> whether required contacts are being made each month. Also, through individual conferences and record <b>reviews</b>, determine whether needed services are being provided to families and whether child safety and risk is being controlled and continually reassessed. .</p>

<b>Drug Screens in Ongoing Case Management</b>	2105.14	When a parent refuses to obtain a drug screen or has a positive screen, <b>the supervisor must evaluate</b> with the case manager the preexisting substantiated maltreatment in order to determine if a deprivation petition must be filed
<b>Relapse Issues in Substance Abuse Cases</b>	2105.15	<b>The supervisor must assist</b> in determining if court-ordered intervention is necessary. If the court is already involved, notify the court of significant changes via letter with supervisory <b>signature</b> .
<b>Purpose of Case Contacts</b>	2105.16	<b>Supervisors must train</b> case managers to make each contact purposeful. See this section for diagnostic questions for ongoing assessment.
<b>Case Reassessment</b>	2105.18 2105.19	<b>The supervisor must approve</b> and <b>sign</b> Forms 460 and 387, <b>review</b> documentation and Forms 458 and 388. <b>Note:</b> The supervisor overrides the current risk level to a higher risk level when conditions require a higher risk category. See 2105.19 for questions to ask and observations to make at reassessment. <b>The supervisor must approve</b> reclassifying the risk level at reassessment.
<b>Case Closure</b>	<b>2105.20*</b> 2105.21	<b>Supervisors must approve and sign</b> all case closure decisions. The supervisor must <b>sign</b> Forms 460 and 452, <b>review</b> Form 458 and make sure that the case has attained an acceptable risk level. The supervisor's approval signifies awareness that face-to-face meetings with the family have been made and all service providers were notified.  <b>*The supervisor and the case manager must conference</b> on the case to determine if goal attainment has been met and/or acceptable risk reduction has been met and there is no evidence the child is unsafe or unprotected. The case manager must document the results of the conference on form 452 and <b>both the case manager and the supervisor must initial the entry</b> .
<b>Special Investigations</b>	2106.1 2106.7	It is the county director's responsibility to have notification procedures in place whenever a child in the legal custody of DFCS/DHR is the subject of child abuse and neglect allegations in any of the placements listed in this section.  <b><u>NOTE: PRIORITY FOR CASE ASSIGNMENTS TO SIU SHALL BE:</u></b>  <ol style="list-style-type: none"> <li>1. All child deaths reported to the agency</li> <li>2. Serious injury referrals with alleged maltreatment</li> <li>3. Reports of maltreatment in foster homes</li> <li>4. Reports of maltreatment in Intensive Residential</li> </ol>

		<p>Treatment Centers</p> <p>Conflict of Interest cases will be assigned on a case by case basis following discussion with the SIU Investigator and/</p>
<b>Assignment of an Investigator for a Special Investigation</b>	2106.2	The county director/designee will contact the regional SIU investigator or out-of-county director/designee when an investigator from out of county is needed and makes sure that a representative from the agency participates in the staffing of the case as necessary.
<b>Staff Notifications of Reports of CAN on a child in Legal Custody of DFCS/DHR</b>	2106.4	<b>County directors and/or supervisors will</b> immediately notify CPS and placement supervisors of any child abuse or neglect report of a child in the legal custody of DFCS/DHR.
<b>Response Time Calculations</b>	2106.5	<b>The supervisor must assign</b> an immediate to 24-hour response time. `
<b>Intake Procedures</b>	2106.7	<p>The county director/designee must ensure the following occurs: <b>(Note: The supervisor must assist and support the county director in accomplishing these tasks.)</b></p> <ul style="list-style-type: none"> <li>-When allegations meet CPS criteria open for investigation.</li> <li>-Ensure children in the home are safe or remove to another foster home</li> <li>-Verbally notify the regional SIU investigator or the investigator's manager at the time of the report of a serious injury or death of <b>any</b> child in a DFCS home.</li> <li>-Open historical reports of abuse or neglect in DFCS homes meeting CPS criteria for investigation if the alleged maltreater has access to children in the DFCS home.</li> <li>-Forward the Child Death/Serious Injury Report (<b>signed by the county director</b>) to the SIU and the SIU investigator by the close of business on the day the county is notified that a child "known to DFCS" dies or is seriously injured.</li> <li>-<b>The county director/designee</b> staffs the case with the SIU investigator to determine the level of response by SIU.</li> <li>-If a report is only alleging policy/discipline violations in an adoptive or foster home, refer this to the resource development/placement staff for assessment and possible corrective action.</li> <li>-If a report is received on a family in the adoptive process, <b>the county director or designee</b> will immediately notify the Adoption Exchange, Office of Adoptions. If the</li> </ul>

		affidavit of release and consent has been requested or sent to the family's attorney, the county director or designee immediately notifies the SAAG and the family's attorney to delay the finalization process until the CPS investigation is completed and <b>approval</b> to proceed with finalization is secured from the social services section director.
<b>Required Staffings in CPS Investigations of DFCS Homes</b>	2106.10	<b>The county director/supervisor will ensure</b> that a staffing is conducted within 48 hours of completion of the investigation to <b>review</b> the investigative results.
<b>Administrative Review</b>	2106.11	<b>County director/designee</b> submits an administrative <b>review</b> packet to the Social Services Section Director within 10 workdays of the conclusion of the CPS investigation in a DFCS home.
<b>Policy Waiver Requests for DFCS Foster Home</b>	2106.12	<b>County director/designee</b> will request a policy waiver from the Social Services Section Director, along with the administrative <b>review</b> packet, if a DFCS home is not immediately closed after a substantiated CPS investigation.



<b>Release of Information in CPS Investigations of DFCS Homes</b>	2106.13	<p>CPS case information must and may be released in investigations of DFCS homes. <b>Good Practice</b> is for <b>the county director/designee to ensure</b> that staff shares all CPS case information concerning DFCS homes with those allowed to receive it according to policy.</p> <p><b>County director/designee will</b> immediately contact the DFCS legal services office if legal constraints on the release of information may put a child at risk.</p>
<b>Reports of Abuse or Neglect of Children in the Legal Custody of the DFCS Caregivers</b>	2106.14	<p><b>County director/designee</b> ensures that these reports follow the investigative standards outlined in 2103 and 2104 with the following exceptions:</p> <ul style="list-style-type: none"> <li>-If a child in the legal custody of DFCS/DHR is placed in the home at the time of the report, assign an immediate to 24-hour response time.</li> <li>-Submit an administrative <b>review</b> packet. (See 2106.11)</li> <li>-Send the case determination letter.</li> </ul>
<b>CPS Reports in Private Agency/State Operated Homes</b>	2106.15	<p><b>Supervisor/county director must assign</b> an immediate to 24-hour response time on reports received on these children who are in DFCS/DHR legal custody.</p>
<b>Intake Procedures for Private Agency/State Operated Homes</b>	2106.16	<p><b>The county director/designee</b> must ensure the following occurs:</p> <ul style="list-style-type: none"> <li>-Verbally notify the regional SIU investigator or the investigator's manager at the time of the report of a serious injury or death of <b>any</b> child known to DFCS in a private agency/state operated home.</li> <li>-Assess reports of the serious injury or death of a child in the legal custody of DFCS/DHR when placed in a private agency/state operated home by screening out the report or opening it for immediate to 24 hour response time.</li> <li>-Notify the agency with oversight responsibility of the receipt of the report and determine if a joint investigation will be conducted.</li> <li>-Notify the director of the private agency/state operated home of the receipt of the CPS report.</li> <li>-Forward the child death/serious injury report to the SIU and the SIU investigator by the close of business on the day the county is notified that a child "known to DFCS" dies or is seriously injured.</li> <li>-The county director/designee staffs the case with the SIU investigator to determine the level of response by SIU.</li> </ul>

		-If a report is received on a family in the adoptive process, the county director or designee will immediately notify the Adoption Exchange, Office of Adoptions. If the affidavit of release and consent has been requested or sent to the family's attorney, the county director or designee immediately notifies the SAAG and the family's attorney to delay the finalization process until the CPS investigation is completed and <b>approval</b> to proceed with finalization is secured from the social services section director.
<b>Required Staffings</b>	2106.19	<b>The county director and supervisor</b> will ensure that a staffing is held within 48 hours of completion of an investigation in a private agency/state operated home.
<b>Administrative Review</b>	2106.20	<b>The county director must ensure that an administrative review</b> packet is mailed within 10 workdays of the completion of the investigation.
<b>Requests for child to Remain in Private Agency/State Operated Home</b>	2106.21	<b>The county director/designee will submit</b> a request to the Social Services Section Director for children in the legal custody of DFCS/DHR to remain in a private agency or state operated home following a substantiated CPS investigation.
<b>Investigations in Residential Facilities</b>	2106.24	<b>The county director/designee</b> must establish a working relationship with the residential facilities in the area.

<b>Intake Procedures for Reports of Abuse or Neglect in Residential Facilities</b>	2106.25	<p><b>The county director/designee</b> must ensure the following occurs:</p> <ul style="list-style-type: none"> <li>-Ensure children are safe or immediately removed</li> <li>-Verbally notify the regional SIU investigator or the investigator's manager at the time of the report of a serious injury or death of <b>any</b> child known to DFCS.</li> <li>-Assess reports of the serious injury or death of a child in the legal custody of DFCS/DHR by screening out the report or opening it for immediate to 24 hour response time.</li> <li>-Notify the agency with oversight responsibility of the receipt of the report and determine if a joint investigation will be conducted.</li> <li>-Forward the child death/serious injury report to the SIU and the SIU investigator by the close of business on the day the county is notified that a child "known to DFCS" dies or is seriously injured.</li> <li>-Refer screened out reports involving licensing standards or facility personnel policies to the facilities oversight authority.</li> <li>-<b>The county director/designee staffs</b> the case with the SIU investigator to determine the level of response by SIU.</li> </ul>
<b>Intake Procedures for CPS Reports in Public and Private Non-Residential schools</b>	2106.30	<p>Open reports meeting CPS criteria for investigation. <b>The supervisor calculates</b> response time according to CPS policy. Assign an immediate to 24-hour response time to reports alleging abuse or neglect of a child in the legal custody of DFCS/DHR.</p>

<b>Intake Procedures for Reports of Abuse or Neglect in Non-Residential Facilities</b>	2106.35	<p><b>The county director/designee</b> must ensure the following occurs:</p> <ul style="list-style-type: none"> <li>-Ensure children are safe or remove them.</li> <li>-Question reporters about the legal status of children in the facility to determine legal responsibility in the event the children’s removal from the home is necessary.</li> <li>-Verbally notify the regional SIU investigator or the investigator’s manager at the time of the report of a serious injury or death of <i>any</i> child known to DFCS.</li> <li>-Assess reports of the serious injury or death of a child in the legal custody of DFCS/DHR by screening out the report or opening it for immediate to 24 hour response time.</li> <li>-Calculate response time according to CPS policy and procedure.</li> <li>-Notify the agency with oversight responsibility of the receipt of the report and determine if a joint investigation will be conducted.</li> <li>-Forward the child death/serious injury report to the SIU and the SIU investigator by the close of business on the day the county is notified that a child “known to DFCS” dies or is seriously injured.</li> <li>-Refer licensure or registration violations to ORS.</li> <li>-Staff the case with SIU to determine the level of response by the SIU investigator.</li> </ul>
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<b>Family Preservation Approval</b>	2107.4 2107.11 2107.18 2107.28	<b>The supervisor reviews</b> and either <b>approves</b> or <b>denies</b> the application Form 100. If the application is <b>approved</b> , the county director, designee or <b>review</b> committee authorizes <b>approval</b> for funding.
<b>Services Reporting Requirements</b>	2107.6 2107.13 2107.25 2107.28	<b>The county director/designee</b> establishes data collection and statistical tracking procedures in the county department.
<b>MOUs</b>	2107.7 2107.14 2107.26	The county department is responsible for developing and monitoring the MOUs with the providers.
<b>PUP Verification</b>	2107.21	<b>County director/designee must authorize</b> each PUP expenditure.
<b>PUP and Case Plan</b>	2107.22	<b>Supervisors must ensure</b> that if PUP is going to be used, it is made a part of the case plan.  <b>Good Practice</b> would be for the supervisor to ensure that parent aide and homestead is included in the case plan if they are to be used in the case.
<b>PUP Between Counties</b>	2107.24	<b>The supervisor ensures</b> that if PUP is used to pay for services in another county, that both counties are involved so that services are not duplicated.
<b>Reporting a Child Death or Serious Injury</b>	2108.2	<b>County director/designee</b> of the county where a child known to DFCS dies or is seriously injured reports the death or injury to the state office by the close of business on the day the county is notified of the event. Completing the child death/serious injury report does this.  <b>County director/designee</b> of the county where the child dies or is seriously injured clears the names of the child's caretakers and determines if they are known in that or another county.  <b>The county director/designee</b> of the county where the child dies notifies the county of the child's residence, if different.  <b>The county directors must then mutually decide</b> who will take responsibility for the reporting process.  <b>The county director/designee determines</b> whether children who remain in the home of the injured/deceased child are safe.

		<p><b>County director/designee verbally</b> notifies the field director and SIU investigator.</p> <p><b>County director/designee</b> follows written procedure for contact with the media. (See Desk Guide for Directors along with 2109.1)</p> <p><b>County director/designee telephones</b> the Social Services Section Director if the media contacts anyone in the county department. If the section director is not available, contact the SIU unit manager/designee and the DHR Office of Communications.</p>
<b>Investigations of Child Deaths and Serious Injuries of Children in DFCS Legal Custody</b>	2108.3	<p><b>The county director/designee is responsible for:</b></p> <ul style="list-style-type: none"> <li>-Screening of all reports of child abuse or neglect in non-residential facilities to determine if the allegations meet CPS criteria.</li> <li>-Staff the case with SIU to determine the level of response by the SIU investigator.</li> <li>-All deaths of children in foster care will be investigated by SIU.</li> </ul>
<b>Case Record Management</b>	2108.4	<p><b>County director/designee places the record</b> of a deceased or seriously injured child in a secure location. No additions, deletions or alterations of any type may be made to the original case record.</p> <p><b>County director releases the original case record</b> to regular use and filing when the state office either (1) notifies the county director to forward the case record for <b>review</b> and the director/designee makes a copy of the original file, or (2) notifies the director that the case will not be <b>reviewed</b>.</p> <p><b>County director/designee will copy</b> all (or enough) of the active or closed case, to allow casework to continue or to allow an investigation to begin, without interruption.</p> <p><b>County director/designee allows</b> access to the original record for <b>review</b> by E &amp; R, C &amp; S, SIU, the Office of the Child Advocate, law enforcement, etc., prior to notification that the record can be released for regular use.</p> <p>If the record will be released to the public and investigations are ongoing, <b>the county</b></p>

		<p><b>director/designee will also notify</b> all involved law enforcement offices of the request and when the record will be released.</p> <p><b>Note.</b> If the legal services officer notifies the county director that a case file is needed because it has been requested under the open records act, <b>the county director will send the record copy by courier</b>, staff, or other means by the same day or by overnight delivery. Form – the county director must sign “Non Objection to subsequent release of information by primary sources”.</p>
<b>State Office Review Process</b>	2108.5	<p><b>Note.</b> If the legal services officer notifies the county director that a case file is needed because it has been requested under the open records act, <b>the county director will send the record copy by courier</b>, staff, or other means by the same day or by overnight delivery.</p> <p>In all cases the county director/designee will send copies of the original case file to the state office unless specifically requested to send the original file, send case material that is clipped, banded, or stapled together in the order it is filed in the original record, send case material that was not in the file at the time the child died or was seriously injured and clearly label the material as information that was not in the file prior to the incident.</p> <p>If at a second level complete case review, serious errors in policy, procedures or practice in a specific case, which are not connected to the cause of the child’s death or injury are noted, the county director, with assistance of other persons at the staffing will develop a corrective action plan to address the concerns. <b>The county director /designee sends</b> the corrective action plan, including steps and time frames to the field director within 30 days of the issuance of the letter from the social services section director. Copies must go to the social services section director and C &amp; S consultant.</p> <p>For fourth level review, the county director sends written response on all findings and all actions planned/taken on each finding to the social services section director within two weeks of receiving the findings. A copy must be sent to the field director.</p>
<b>Supplemental Reports</b>	2108.6	<p><b>The supervisor maintains</b> the case record in a secure location until the official findings of death are received. Notify SIU of any change in information originally</p>

		submitted on the original child death and serious injury report. Include in the record any pertinent information received.
<b>Administrative Review of CPS Investigations in Homes Approved for Children in Legal Custody of DFCS</b>	2108.7	<b>The county director sends</b> a report to the Social Services Section Director within 10 days of the investigation.
<b>Contact With the Media</b>	2109.1	<p><b>The county director will handle</b> all media calls. If the county director is not available to speak directly to the media, a designee is selected to communicate. In high profile cases, or where there is any question that the case might have been mishandled, the county director/designee contacts the DHR Office of Communications for advice and assistance.</p> <p>If the media becomes involved before contact can be made with the State DFCS and the DHR Office of Communications, the director finds out the reporter's questions and the deadline for response and tells the reporter that the department will be in touch before the deadline.</p> <p>If there is suspicion or a formal allegation that either staff or contractors of the agency are a maltreater, the county director will not serve as the spokesperson for the case.</p>
<b>Request to Inspect Records</b>	2109.4	<p><b>The county director/designee</b> must ensure that the records are ready for inspection and copying within three business days.</p> <p>If the requested records exist but are prohibited or exempted from public inspection, the custodian of the records specify in writing, within three business days of receipt, the specific legal authority exempting the records from disclosure.</p>
<b>Release of Information to Parents</b>	2109.5	<b>County director/designee will</b> consult with the SAAG when legal issues occur concerning releasing information to a parent/guardian. If the SAAG is unavailable, consult with the division's legal services officer.



		Establish procedures that ensure that parents/guardians are given written notification of their right to information at the time a child is placed in agency custody.
<b>Subpoenas for Depositions and Case Records</b>	2109.6	<b>The supervisor must ensure</b> that the SAAG is notified when subpoenas for case manager deposition or a case record is received.
<b>Request for Assistance from DFCS Legal Officer</b>	2109.8	<b>The supervisor must ensure</b> that additional legal action is not taken on a case with SAAG involvement without the SAAG's knowledge.

## Chapter 2000 – Adult Protective Services

<b>Accepting Referrals</b>	2002.2	<p><b>The county director must</b> ensure that staff is available to receive reports of Adult abuse, neglect, or exploitation. The DFCS staff person responsible for taking the APS reports must be knowledgeable on APS law, policy, situations and procedures should be identified and authorized to accept APS referrals for the agency.</p> <p>The supervisor must ensure that every referral accepted is investigated.</p>
<b>Documenting Referrals</b>	2002.5	<p><b>Good Practice. The supervisor should review</b> each referral and then initial the Form 385 prior to <b>assigning</b> it to a worker.</p> <p>If there is an ongoing APS case and a new report is received, the new report should be documented on Form 385 and notation made in the margin of Form 452.</p> <p>If a reporter establishes a pattern of making the same allegations, the county will have to decide on a case-by-case basis whether to accept the referral. Both the county director and supervisor should participate in this decision.</p> <p><b>Good Practice. The supervisor should</b> keep a monthly APS log of intakes and information and referral (I/R).</p>
<b>Acknowledgment Letters</b>	2002.6	<p><b>Good Practice. The supervisor should sign</b> the acknowledgement letters mailed to reporters.</p>
<b>Reports of Abuse in Long Term Care and DHR Facilities</b>	2002.12 2006.5	<p><b>The county director or supervisor should</b> make sure that reports of alleged or suspected abuse, neglect or exploitation on an adult living in a long term care facility/DHR facility are directed to the appropriate DHR office.</p> <p>If the Office of Regulatory Services, State Ombudsman Office, MH/MR/SA requests DFCS assistance in completing a report, the supervisor must ensure that the report is <b>assigned</b> to an investigator.</p>
<b>Referrals from Social Security on a Person Needing a Representative Payee</b>	2002.14	<p><b>The supervisor must assign</b> for investigation request from the Social Security Administration regarding the need for a Representative Payee for a client.</p>

<b>Reports of A/N/E Involving Departmental and/or Division Employees</b>	2002.15	<b>The county director or supervisor will</b> make sure that the field director is immediately notified of such a report. The records of the employee and his/her immediate family in regards to the protective service investigation must be secured and access to those records must be restricted.
<b>Mandatory Investigation Access</b>	2003.1 2003.3	<b>The supervisor assigns</b> the case to an investigator to begin investigation. In certain situations the DFCS may use the Probate Court to gain access to an alleged victim if another person interferes with access. <b>Good Practice: The supervisor or county director should grant approval</b> for petitioning the court.  <b>Supervisors need to ensure</b> that situations that demand immediate attention receive it.
<b>Interviewing Alleged Perpetrator</b>	2003.5	<b>Good Practice: Supervisors should</b> give approval for the case manager not to interview the alleged maltreater.
<b>Investigation Findings/Disposition</b>	2003.6	<b>Good Practice</b> is for <b>the supervisor</b> to <b>review</b> and <b>sign approval</b> for closure or transfer to ongoing on Form 452 and Form 386 at the end of the documentation.
<b>Reports to Law Enforcement</b>	2003.7	<b>Good Practice: The supervisor should review</b> reports and initial.
<b>Assessment Documented</b>	2003.9 2003.10	<b>Good Practice: The supervisor</b> should read the assessment and indicate <b>approval</b> of the results by <b>signing</b> the Justification Statement.
<b>Emergency Relocation Fund</b>	2003.12	<b>Good Practice. The supervisor should</b> review ERF - 1 and initial. Supervisors should <b>review</b> ERF - 2 before it is mailed to the Protective Services Unit. All waivers requested should also be staffed with the supervisor and the C & S Consultant.
<b>Determination/Justification</b>	2004.1 2004.2	<b>Good Practice: The supervisor should review and sign</b> the Form 386. Interim justifications should also be initialed.
<b>Predeterminations</b>	2004.3	<b>The supervisor should review</b> the Form 386 and indicate <b>approval</b> of the decision by initialing the form.
<b>Ongoing Adult Protective Services</b>	2005.1	All casework decisions including case plans <b>must be made with supervisory input, consultation and approval.</b>
<b>Case Planning</b>	2005.2,3 Appendix F	<b>The supervisor reviews, signs</b> and dates the case plan. This includes goals and steps.
<b>Targeted Case Management</b>	2005.4	<b>The supervisor should review</b> Form 451 for accuracy.
<b>Documentation</b>	2005.6	Through consistent, regular case reviews, the supervisor

		must ensure that documentation is kept current within 30 days of the occurrence.
<b>Representative Payee</b>	2005.7 2005.7.1	<b>The county director must agree</b> for the county to serve as payee.
<b>Termination of Services</b>	2005.8	<b>Good Practice: The supervisor should</b> consult with the case manager on termination decisions and document approval. <b>Good Practice</b> is for the supervisor to <b>sign</b> Form 452 indicating <b>approval</b> of closure.
<b>Family Services Program and APS</b>	2006.1	<b>The supervisor must</b> give <b>approval</b> by signing the Form 562 in order for a family services worker to be <b>assigned</b> to a case.
<b>Area Agency on Aging Services</b>	2006.2	<b>Good Practice:</b> The supervisor should review and initial any referral made to the Area Agency on Aging.
<b>Out of Home Placements</b>	2006.4 2006.5	<b>Good Practice: Supervisors should</b> conference out of home placement decisions prior to any action being taken to ensure that only licensed facilities are used when the placement is subject to licensure.
<b>Guardianship</b>	2007	<p><b>The supervisor must ensure</b> that they are familiar with the guardianship process in order to coach case managers through this. Guardianship should only be considered after all other alternatives have been exhausted. If it is needed, the county director is the last resort again as a choice to serve as guardian of the person.</p> <p><b>Good Practice: The supervisor will notify</b> the county director when the court assigns DFCS as guardian.</p> <p>County directors need to take the oath of guardianship and receive the letters of guardianship and ensure the protective service unit is informed of initial appointment, changes in living arrangements and terminations.</p> <p><b>The county director must complete</b> a personal status report to the probate court within four months from the date of appointment and within two months after each anniversary date of appointment. A copy should be maintained in the record.</p> <p><b>The county director/supervisor must make sure</b> that all significant agencies, caregivers and others are notified of the appointment as guardian. <b>Good Practice:</b> Letters of guardianship should be filed in records of N.H./ P.C.H. In addition permission to sign</p>

		<p>on behalf of the director if appropriate.</p> <p><b>The county director/supervisor need to begin</b> planning for the ward's burial soon after the director becomes guardian of person.</p> <p><b>Good Practice: The director/supervisor needs</b> to ensure that DFCS guardian of person coordinates with the guardian of property in needed to meet the needs of the ward.</p> <p>If the ward is placed out of county, <b>the county director or supervisor need to make sure</b> a letter is sent to the county director in the county where the ward is residing requesting services to the ward. The supervisor needs to make sure that the request for services is inclusive of the list in 2007.9. Counties need to work together.</p>
<b>Director's Guidelines in Decision Making</b>	2007.10	<b>The county director, acting,</b> as Guardian of Person, must make medical, mental health and burial decisions for the ward. This section is very specific about what can and cannot be done. It is specific also about when to seek a court order. DFCS cannot sign a DNR code.
<b>Terminating Guardianship</b>	2007.11	<b>The county director is responsible for petitioning</b> the Probate Court when the situation calls for it. If the court issues an order terminating guardianship, notify all significant individuals and service providers and send notice to the State Protective Service Unit.
<b>Death of a Ward</b>	2007.12	<b>The county director must act to inform persons</b> of the death and agencies necessary to ensure burial. It is important to remember that the death of the ward automatically terminates the guardianship authority. Need to notify in writing a final personal status report indicating the death of the ward.
<b>Adult Serious Injury and Death Report</b>		<b>The supervisor is responsible for completing</b> the adult serious injury and death report by the 5 <sup>th</sup> working day of the month and submitting it via Go Mail.

### Social Services Supervisory Mentor Unit 09/03